

Transforming
Lives

CDE April Public Webinar

April 21, 2020

Washington State Department of Social and Health Services



What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor.

Vision

Simplify processes and increase efficiency

- Maintain Consumer self direction
- Case management staff will have more time to work and support clients
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

CDE Resources

Visit the CDE website: <https://www.dshs.wa.gov/altsa/cde>

Email the Project: CDE@dshs.wa.gov

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Approved project schedule with milestones and key deliverables• Held detailed design sessions with CDWA, SEIU, and Benefits Trust partners• Began data conversion meeting series• Received policy and procedure design document• Follow up action items from design	<ul style="list-style-type: none">• Continue to refine schedule details for design, development, and testing project phases• Begin review of user stories from design sessions• Begin review of interface file layouts• Begin reviewing policies and procedures from CDWA

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• CR101 filed for WAC changes• Began more detailed planning of an iterative communication strategy• Created condensed Questions & Answers document	<ul style="list-style-type: none">• Awareness training with the SEIU Member Resource Center (MRC)• Statewide virtual informational sessions with CDWA

Update on informational brochure



The brochure is titled "New Employer for Individual Providers" in white text on a teal background. It features two photographs: one of an older man with a cane being assisted by a younger man, and another of two women wearing red caps with a white 'R' logo. The text is organized into sections with bullet points and contact information.

New Employer for Individual Providers

Where can I get more information?

Stay Informed about the CDE Project
www.dshs.wa.gov/altsa/cde

- Sign up to receive Consumer Directed Employer updates by email.
- Sign up to attend a monthly informational webinar or stakeholder meeting.
- Review the latest Materials & Resources.

Contact Us

Email:
CDE@dshs.wa.gov

Web:
www.dshs.wa.gov/altsa/cde

How will this benefit IPs?

- More options for recording hours worked (mobile device, computer connected to the internet, telephone call or in-home device)
- Assistance with payment, training and credentialing
- Face-to-face assistance
- Assigned Service Coordinators
- Growth and retention of workforce

Consumer Directed Employer

Washington State Department of Social & Health Services
Transforming lives
DHS 22-1833 (11/19)

Aging and Long-Term Support Administration
Developmental Disabilities Administration

Due to COVID-19, distribution of the brochure has been delayed.

The project team will distribute them to the field as soon as possible.

CDWA wants to meet you

- CDWA Informational Sessions for clients and individual providers
- Introduction to CDWA
- Anticipated to occur late summer/early fall 2020
- More to come



Communication strategy – what you've said

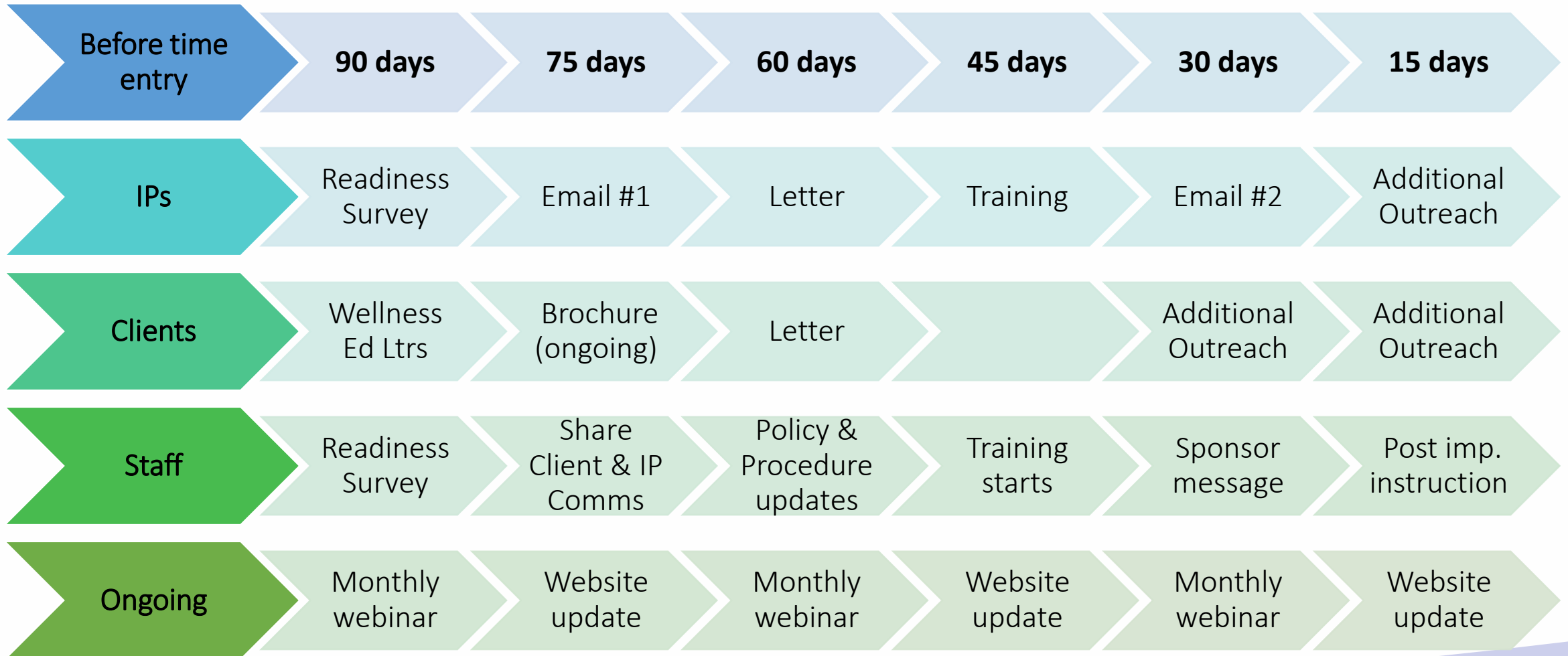
Staff Survey

1. In person /training
2. Email
3. Letter / brochure

Individual Provider Survey

1. Email
2. Mail
3. Online

Communication Strategy: Conceptual



Poll question

What do you think additional outreach should be?

- A. Text message
- B. Email
- C. Phone call
- D. Please type other suggestions in to the Question box

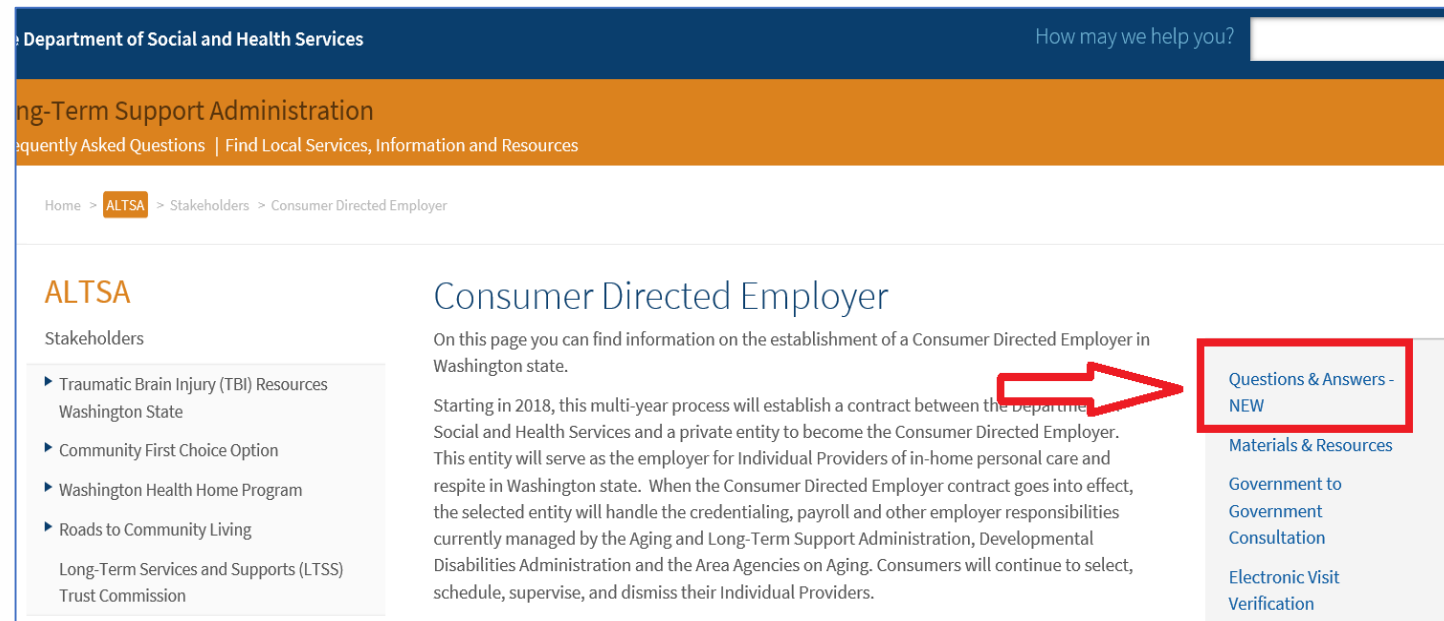
CDE website

<https://www.dshs.wa.gov/altsa/cde>

Questions from the March Webinars

CDE Q&A Document

- Updated after webinars
- Condensed version on CDE Website → Right Sidebar → “Questions & Answers” (.pdf)
- Full version available under “Materials & Resources”



Q: What will happen with all of the IP files that the HCRR maintains?

A: The HCRR files will need to be retained per the DSHS Policy. The HCRR files will not be transferred to the CDE.

Q: Are there any anticipated CDE implementation delays due to COVID-19?

A: CDWA continues to work despite the COVID-19 outbreak. They are monitoring the impacts and are moving forward with all aspects at this time and have been shifting some of the work around to accommodate any disruptions related to the outbreak.

Q: How will CDWA coordinate with the Training Partnership to track IP training?

A: CDWA will exchange data with the TP similar to IPOne. This will include initial training deadlines, continuing education, and certification.

Next webinars:

5/19/20 @ 3:00pm

6/16/20 @ 10:30am

7/21/20 @ 3:00pm

Please send any suggestions you have to improve the webinars to:

CDE@dshs.wa.gov

Stay Connected

Sign up for GovDelivery: Select *Consumer Directed Employer*

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<https://public.govdelivery.com/accounts/WADSHSAL TSA/ subscriber/ new>

DDA -

<https://public.govdelivery.com/accounts/WADSHSDDA/ subscribers/ new>

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